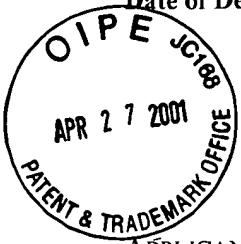


Express Mail Label No.: EK005149352US

Date of Deposit: April 27, 2001

Attorney Docket: 22491-010

PATENT APPLICATION



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANTS: Edward P. Bagdonas, et al.
SERIAL NUMBER: 09/748,520 EXAMINER: Not Yet Assigned
FILING DATE: February 15, 2001 ART UNIT: 2123
FOR: METHOD AND APPARATUS CREATION AND PERFORMANCE OF SERVICE
ENGAGEMENT MODELING

April 27, 2001
Boston, Massachusetts

BOX MISSING PARTS
Assistant Commissioner for Patents
Washington, D.C. 20231

RESPONSE TO NOTICE TO FILE MISSING PARTS

In response to the Notice To File Missing Parts of Non-Provisional Application mailed April 9, 2001, Applicants submit herein an executed Combined Inventor Declaration and Power of Attorney along with a check (#8773) in the amount of \$420.00 for payment of the basic filing fee (\$355.00) and surcharge for late filing (\$65.00) as set forth in 37 C.F.R. §1.16(e) and a copy of Form PTO-1533. This response is due on or before June 9, 2001, without extension.

Please charge any additional fees that may be due, or credit any overpayment of same, to Deposit Account No. 50-0311, Reference No. 22491-010

Respectfully submitted,

Brett N. Dorny, Reg. No. 35,860
Attorneys for Applicants
c/o MINTZ, LEVIN, COHN FERRIS
GLOVSKY & POPEO, PC
One Financial Center
Boston, Massachusetts 02111
Tel: (617) 542-6000
Fax: (617) 542-2241



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/784,520	02/15/2001	Edward P. Bagdonas	22491-010 BND

CONFIRMATION NO. 2403

FORMALITIES LETTER



OC000000005947928

MINTZ, LEVIN, COHN, FERRIS,
GLOVSKY and POPEO, P.C.
One Financial Center
Boston, MA 02111

Date Mailed: 04/09/2001

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The statutory basic filing fee is missing.
Applicant must submit \$ 355 to complete the basic filing fee and/or file a small entity statement claiming such status (37 CFR 1.27).
- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$65 for a small entity in compliance with 37 CFR 1.27, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 420.**

The application is informal since it does not comply with the regulations for the reason(s) indicated below.

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

05/02/2001 BNGUYEN1 00000150 09784520

01 FC:201
02 FC:205

355.00 OP
65.00 OP

*A copy of this notice **MUST** be returned with the reply.*

BLS

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

Express Mail Label No.: EK005149352US
Date of Deposit: April 27, 2001

04-30-01
H.A.
PATENT APPLICATION
Attorney Docket No. 22491-010
Sector
B



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANTS : Edward P. Bagdonas, et al.
ASSIGNEE : Wheelhouse Corporation
SERIAL NUMBER : 09/784520 EXAMINER : Not Yet Assigned
FILING DATE : February 15, 2001 ART UNIT : 2123
FOR : METHOD AND APPARATUS CREATION AND PERFORMANCE OF SERVICE
ENGAGEMENT MODELING

BOX MISSING PARTS

Assistant Commissioner for Patents
Washington, D.C. 20231

TRANSMITTAL LETTER

Transmitted herewith in response to the April 9, 2001, Notice to File Missing Parts in the present application are the following documents:

- ☒ Copy of NOTICE TO FILE MISSING PARTS OF APPLICATION form (2 pages);
- ☒ RESPONSE TO NOTICE TO FILE MISSING PARTS (1 page);
- ☒ COMBINED DECLARATION AND POWER OF ATTORNEY, executed by inventors (4 pages);
- ☒ DRAWINGS with revised margins; (14 pages, Figs. 1-17)
- ☒ Check for \$420.00 (Check No. 8773); and
- ☒ Return Postcard.

Applicants believe the Response to the April 9, 2001, Notice to File Missing Parts is due on or before June 9, 2001, with no extension of time. The enclosed check is to cover the \$420.00 (#8773) surcharge for filing Missing Parts. Although Applicants believe that no additional fees are due in connection with this submission, the Commissioner is authorized to credit any overpayment or charge any deficiencies to Deposit Account No. 50-0311, Reference No. 22491-010. A duplicate copy of this transmittal letter is enclosed.

Respectfully submitted,

Date: April 27, 2001

Brett N. Dorny, Reg. No. 35,860
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